

Bachelor's educational program

Hotel Services

ECTS

240

Awarding qualification

Bachelor of Tourism

Teaching language

Georgian

Aim of educational program

The aim of Bachelor's program training of qualified and competitive staff for the market of hotel industry in following directions for the low and average managerial positions:

- Execution of stable tourism policy in hotel industry
- Management and operation of hotel business
- Research and forecast of hotel industry
- Using modern information, electronic and operation systems and technologies of hotel.

Result of applying educational program

Knowledge and acknowledgement:

- Bachelor will know the basic notions, theories and explanations existing in the field of hotel economy;
- Will know main trends of international tourist markets;
- Legal issues of tourism;
- Will realize basic trends of agro-tourism and eco-tourism;
- Knows the safety issues in tourism and hotel industry;
- Has fundamental knowledge in tourism (especially hotel) management and management.

- Knows the basic notions and trends of tourism / hotel marketing and human resource management.
- Methods of providing services (booking, placement, catering, administration of events, food safety) necessary for hotel service at professional level.
- Ability to analyze professional processes in hotel business.

Ability to use knowledge in practice:

- On the basis of results of statistic and marketing computations execution of relevant activity in practice;
- He will be able to on the basis of relevant computations and notice of problems of tour-operation, distribution chain, recreation, industry of meetings and events, sightseeing and sector of attractions, sector of catering service, industry of entertainment, sector of transportation, service sector, allocation service take measures necessary for their eradication.
- Is able to develop the information obtained;
- Is able to diversify the hotel products;
- Bachelor is able to administer human resources in tourism / hotel industry and organize restaurant and catering services, events, meetings and festivals.

Ability to draw conclusion:

- Ability to determine the positive and negative sides existing in the field of service;
- Ability to analyze processes in tourism / hotel business;
- Determination of marketing strategy of tourism / hotel.
- On the basis of knowledge gained is able to take relevant decisions in the field of tourism / hotel.
- Is able to estimate the expected risks in tourism.

Ability to communicate:

- Effective written and verbal communication abilities in the field of hotel/tourism in Georgian and foreign languages;
- Verbal and written form electronic communication in Georgian and foreign languages;
- Ability to express own ideas with arguments;
- Handle negotiations with business partners in Georgian as well as foreign languages;
- Is able to make presentation and present.

Ability to learn

- Evaluation of the process of own study and ability to determine the needs for further learning and development;
- For the purpose of deepening knowledge effective usage of academic resources;
- In accordance with the modern tendencies and novelties independently deepening and determining the stages of further learning and development;

Values:

- Tolerance towards the minorities and disabled people, religious belief, different social condition and culture;
- Gender equality;
- Follow the ethic norms of verbal and written business communication;
- Ability to work in multicultural environment.

Follow the ethic norms and all the regulations existing in the field of ecology and environment.

Rule for evaluation

Evaluation is made under 100 grade system.

Positive evaluation is following:

- (A) – excellent – 91% of maximum evaluation and more;
- (B) – very good – 81-90% of maximum evaluation;

- (C) – good – 71-80% of maximum evaluation;
- (D) – satisfactory – 61-70% of maximum evaluation;
- (E) – Sufficient – 51-60% of maximum evaluation.

Negative evaluation is following:

- (FX) – Failed – 41-50% of maximum evaluation, which means that student needs more work for passing and is given the right for once more passing additional exam on the basis of independent work.
- (F) – Failed – 40% of maximum evaluation and less, which means that the work performed by the student is not enough and has to learn the subject again.

Relevant forms and methods for evaluating student's knowledge is given in syllabuses and the description of criteria and scales, relevant methods for evaluation forms are attached to educational program, also mentioned is uploaded on university's website.

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